

G-Cloud 15 Service Definition Document and Pricing

Radar Healthcare

System Overview

The following document provides information on the system features, definitions and pricing for the Radar Healthcare Platform.

Radar Healthcare is an Incident Risk Management and Patient Safety System. Our product offers a fully integrated safety and quality tool, operating at the centre of your digital ecosystem, pulling together audits, incidents, risk management, action plans, informed patient consent and analytics, integrating seamlessly with your existing software. Radar Healthcare can import data from a variety of sources, but we can also analyse and visualise data against other sources, such as workforce and population health data.

Radar Healthcare has been developed using the latest technology ensuring that it is at the forefront of system design, ensuring a user-friendly experience. The system is accessible via any recognised web browser and can also be used on tablet and mobile devices to ensure that it is a truly mobile solution.

Radar Healthcare is easily adapted by users of all technical ability. Our system offers a unique blend of customisable and out-of-the-box functionality; you can get really granular with the configuration if that's your preference, but equally the system comes with industry regulatory best practices and tools built in.

Our product offers the following modules and features



- **Events**—for reporting all kinds of incidents, complaints, feedback, etc.
- **Risk Management**—for corporate risk registers and action planning.
- **Action Plans**—for identifying, managing and tracking non-conformities.
- **Document Management**—for storing and managing all your internal documents, policies and procedures in a single location.
- **Workforce Compliance**—for managing and tracking staff training, onboarding, appraisals and personal development.
- **Audit**—for creating, scheduling, completing and learning from audit activities.
- **Scheduled Tasks**—for logging important business activities, including recurring checks or procedures.
- **Reporting and Analytics**—for identifying and sharing trends across other modules and your organisation.
- **Informed Consent Management**—for shared decision making between a patient and clinician, and to obtain informed medical procedure consent.

Radar Healthcare offers the following features and benefits:

Features

- Incident and Event management
- LFPSE and PSIRF compliant
- Instant reporting and dashboards
- Automated workflows
- Remote and offline operation
- Role-based, granular permissions
- Regulatory compliance tracking
- Intelligent KPIs monitoring and analysis
- Risk and Audit management
- Informed Patient Consent Management

Benefits

- Easy to use, user-centred design
- Interoperable
- Clear line of sight across the organisation and within systems
- Flexible technology to underpin business processes
- Reduction in manual processes and paper-based operations
- CQC regulation management, including in-built regulatory reports
- Digital data for improved decision making
- Reduce costs and improve efficiency
- Improved communication with features like trackable notices
- Improved quality and compliance with industry and legislative standards

Reporting

The Radar Healthcare Events Module provides a bank of editable, preconfigured reporting toolkits, with built in workflows and forms that are aligned to the requirements of health and social care professionals. Admin users are also able to create, edit and manage a wide variety of report forms and make them available to other groups of users. In addition, Radar Healthcare supports database integration to provide 3rd party reporting capability.

Module Interface

Each module has a user-friendly common interface to allow users access to their allocated features. Users can access Radar Healthcare on any browser, and it is compatible on any tablet device. Each role within the organisation has a personal dashboard view to ensure that important information is always the first thing they see when logging, with a clear visual presentation of high priority items.

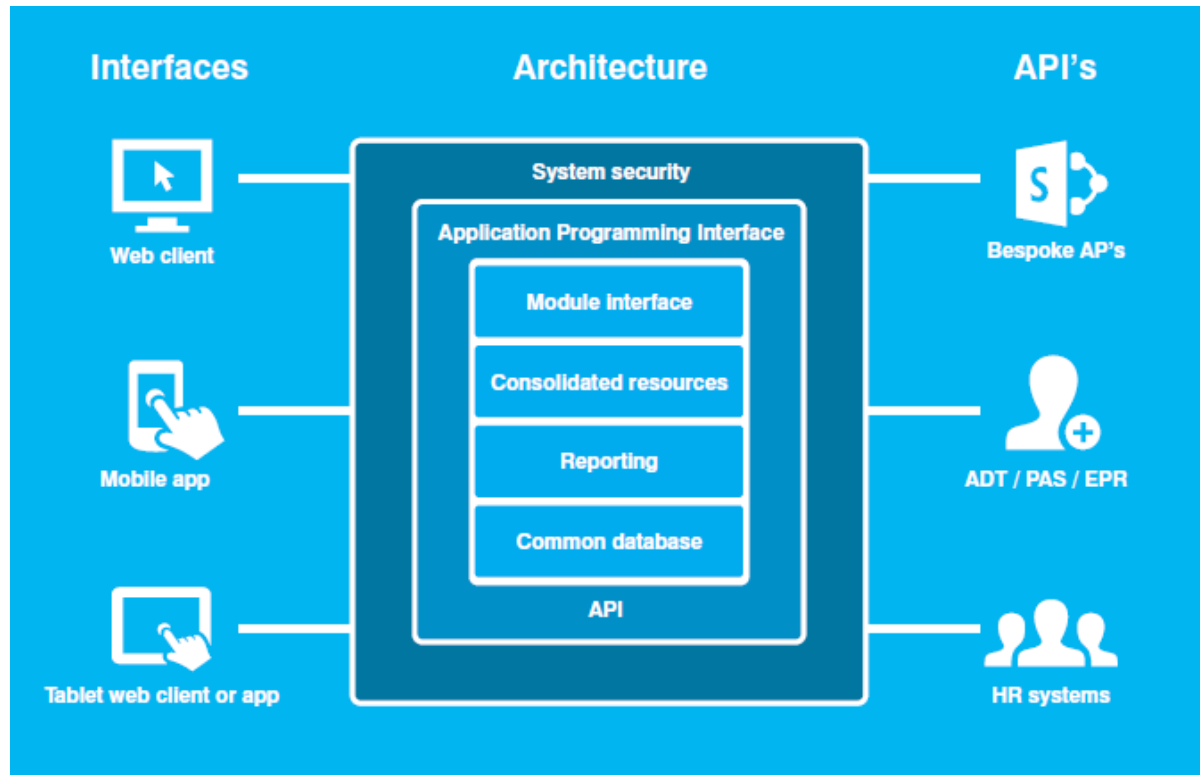
The mobile interface provides a quick and simple solution to record incidents, near misses, complaints, compliments, concerns, comments and more.

Consolidated Resources

There are many common data elements within the Radar Healthcare system that allows data to be utilised in each of the modules, which reduces data entry and duplication.

Architecture

Radar Healthcare has been designed using a highly flexible and tiered architecture. The system is designed to be modular, allowing for future integration with other systems and incorporation of new modules.



Common Database

A common database for all Radar Healthcare modules, deployed in an MS SQL server, provides a powerful database engine.

Common APIs

Radar Healthcare provides industry-standard APIs, including HL7, allowing 2-way interfaces to many commonly used healthcare systems. It can interface with bespoke systems using a range of standards such as CORBA, XML and database-to-database data exchange.

System Security

Security in Radar Healthcare is role-based and only allows access to features depending on the permissions granted to the user's defined role. This ensures that data and features are only available to those who need it. Our hosting utilises SSL certification, among other security layers, via a N3 certified connection. Radar Healthcare maintains an ISO27001 certification, and Cyber Essentials+.

Please see www.radarhealthcare.com for further technical details.

Hosting and Support

Radar Healthcare is hosted on our N3-accredited environment. Our hosting and support service includes 24/7/365 monitoring with a proven pedigree in healthcare IT and communications. Our full Technical Assurance Document is available upon request.

Accreditations

Radar Healthcare maintains certifications like ISO9001, ISO27001, Cyber Essentials, Cyber Essentials Plus, and HIPAA Verification. For the latest and comprehensive list of our certifications, please visit: <https://radarhealthcare.com/about-us/our-certifications/>

The Radar Healthcare Application and customer data is hosted on the Azure platform in UK South and West regions.

This deployment adheres to Azure's best practices and undergoes annual security assessments performed by a Crest-approved vendor. Cloud Gateway provide HSCN connected services to the healthcare and social care sectors in the UK.

Our data centre is accredited by multiple organisations and standards, including:

- ISO (International Organization for Standardization)

- EIC (European Identity & Cloud Conference)
- SOC (Service Organization Control)
- GDPR (General Data Protection Regulation)

For our most current and comprehensive list of Microsoft's Certifications, Regulations and Standards, please visit:

<https://servicetrust.microsoft.com/ViewPage/HomePageVNext>

Support

We view support as a key part of our service, with the people and processes being as important as the software. Our service management processes are based on the ITIL framework. We have fully documented business continuity and disaster recovery plans, which detail how we operate both in business-as-usual scenarios and during major incidents.

- A Service Desk which is managed by senior and knowledgeable UK based staff 08:00 to 18:00, Monday to Friday, excluding UK public holidays.
- Online Support Portal, accessed via the Help icon in the system.
- Regular Major incident updates in the event of a Priority 1 issue, including optional out of hours, 24/7 support.
- Access to our Digital Adoption Platform which supports end users as they're using the system with in-context tutorials, walk throughs and guides.
- Access to the Radar Healthcare Community of 100s of industry professionals for asking questions and sharing best practices.

Escrow

Smartgate Solutions has an existing Escrow provision. Licence is available upon request.

Pricing

Subscription – The Radar Healthcare solution provides tailored pricing to accommodate each organisation's unique requirements. Pricing starts from:

Radar Healthcare Module	Initial Annual Licence
Incident & Risk Management	£20,000

Radar Healthcare provides quality, risk and compliance solutions to organisations with a robust and effective approach to analytics and reporting.

We are happy to discuss wider requirements and objectives, which may include:

- Audits and integrated action plans
- CQC and other regulatory standards management
- Document and policies and procedures management
- Induction and training including personal development
- Dynamic KPI management and alerts

A full overview of the modules offered can be found here:

www.radarhealthcare.com

Multi-module pricing and discounted pricing is available. All pricing excludes VAT.

Radar Healthcare Implementation Services

Radar Healthcare provides full implementation services, designed specifically for health and social care teams. These include everything you need to onboard the system successfully, including dedicated project management, system configuration and training.

Standards for Consultancy Day Rate Cards

Consultant Working Day – 09:00–17:00 including 1 hour for lunch

Working Week – Monday to Friday, excluding UK public holidays

Travel and Subsistence – Travelling, accommodation and other reasonable expenses incurred by Smartgate Solutions in relation to any works associated with this service will be charged to the client.

All pricing excludes VAT.

Title	Description	GBP/day
Business Consultant (SME)	Leads client workshops, provides sector expertise, and drives best-practice adoption. Ensures effective Radar configurations, supports implementation, and enhances client engagement while aligning solutions with industry standards and regulatory requirements.	£1,400

Engagement Manager	Manages client relationships, ensuring service delivery, adoption, and growth. Oversees retainers and small projects, coordinates planning, and mitigates risks to enhance long-term client success and satisfaction.	£1,200
Project Manager	Primary client contact ensuring project delivery within scope, budget, and timeline. Manages stakeholders, risks, and governance while driving execution, clear communication, and a seamless implementation experience.	£1,200
Technical Consultant	Configures and integrates Radar solutions, ensuring smooth onboarding. Implements SSO, integrations, and data migrations while providing expert troubleshooting and technical support for optimal system performance.	£1,000
Analytics Consultant	Designs and configures reports and dashboards, ensuring meaningful client insights. Leads workshops, trains users, and optimises analytics adoption for improved reporting capabilities and compliance.	£1,000
Product Consultant	Works directly with clients to configure Radar, support workshops, and provide training. Ensures solutions align with business needs and enhances client adoption and competency.	£1,000
Travel Rate	Covers travel time for on-site engagements, ensuring resource availability while maintaining project continuity and service quality.	£640